

Mercy Health Plans

Type of User:	Health plan	Contact:	Charles McLaughlin Project Manager
NCBD Participant:	Yes	Telephone:	314-214-8163
Address:	14528 S. Outer 40 3 rd Floor Chesterfield, MO 63017	Email:	cmclaugh@mhp.mercy.net

Survey Instruments and Purpose

Survey Instruments	CAHPS Health Plan Survey
Version/Population	<ul style="list-style-type: none"> • Commercial – Adult and Child • Medicare • Medicaid
Additions/Changes to Instruments	Mercy Health Plans adds supplemental questions for further detail.
Purpose of Project	<ul style="list-style-type: none"> • NCQA Accreditation • Marketing • Quality reporting • Internet display

Survey Administration

Administered Since	
Administration Mode	Mail with telephone follow-up (NCQA protocol)

Uses of Survey Results

Reporting	This health plan reports its CAHPS results to physician groups, the board of directors, and its sales staff.
Quality Improvement	None
Marketing/Publicity	For Mercy Health Plans, the main purpose of the CAHPS survey is marketing. The plan's salespeople use the CAHPS scores in focus groups and in meetings with clients to market the plans.

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